U.S. Bank

C.A.R.E. Cardholder Guide

C.A.R.E. User Manual – GPP

CAL Card

Logging On

- 1. Access your Internet Browser.
- 2. Enter the Web Address: https://care.usbank.com
- 3. Press Enter.
- 4. Click "I Accept" under the U.S. Bank License Agreement.
- 5. Enter your assigned User name, press **Tab**, and enter your Password. User names and Passwords are not case sensitive.
- 6. Click Login.

Tip!

- The first time you log into the system, you are prompted to change your password. Passwords must be 8 – 12 characters long with at least one alpha and one numeric character.
- For security purposes while you are in CARE the Back button on your browser will not work. Using the Back button logs you off of CARE; if this happen you must go through the login process again.

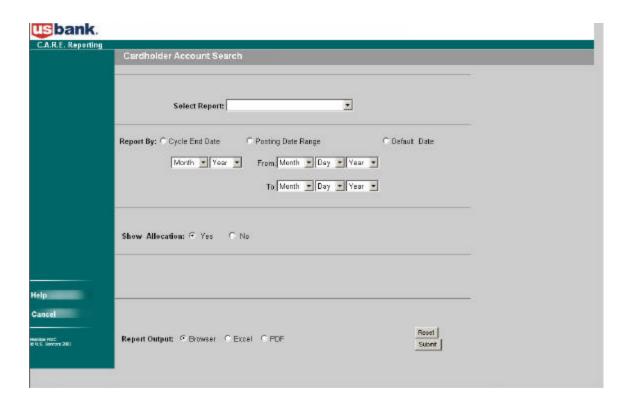


Transaction Management

- 1. Click **Transaction Management** on the High Level Task bar. Transaction Management will load.
- 2. If you are presented with Java Security screens, check the box marked "Remember this Decision" and click **Grant** until the Java applet loads. You may need to log out of your CARE session and close your browser; you should only have to go through this process once. However, as updates occur you may have to periodically update additional Java Security screens.
- 3. Once Transaction Management loads, you are presented with your CAL Card account. Click on your **Account Number**.
- 4. Click on the **Cycle Date** that you want to view. Transaction Management retrieves the five previous cycles plus the current cycle associated with your account number.
- 5. Click on the 2nd tab **Transactions** to view the transactions that posted during the selected cycle.
- 6. Click on the **X** in the upper right corner of your screen to close the Transaction Management window. This will return you to the main screen of CARE.

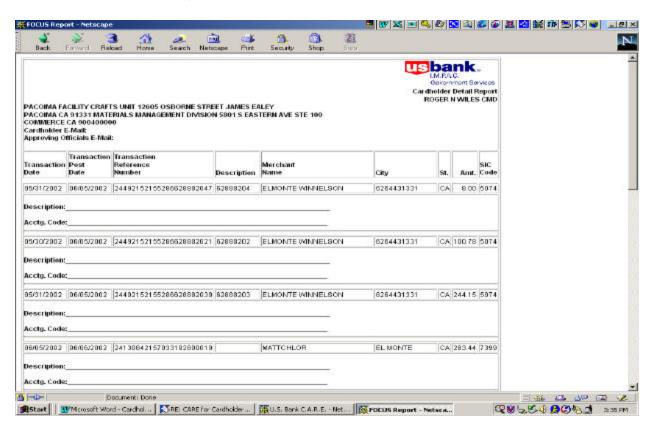
Reports

- 1. Click **Reports** on the High Level Task bar, a new browser window opens.
- 2. Click on the drop down arrow by **Select Reports**.
- 3. Choose either Cardholder Activity Detail or Cardholder Full Transaction Detail.
- 4. **Report By**: Choose the appropriate date.
- 5. **Show Allocation**: Click on the appropriate radio button.
- 6. Choose the **Report Output** type.
- 7. Click Submit.

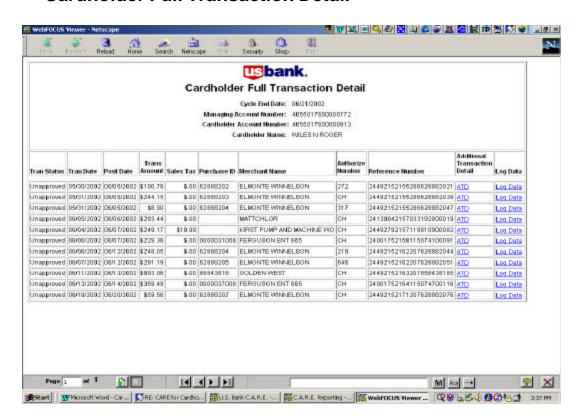


Report Examples

Cardholder Activity Detail



Cardholder Full Transaction Detail



Administration

- 1. Click **Administration** on the High Level Task bar.
- 2. Verify that the Name and User ID are correct.
- 3. Choose your **User Verification**.
- 4. Click in the **Response** field. Enter your response.
- 5. Click in the Current Password field. Enter your current password.
- 6. Click in the Enter New Password field. Enter your new password.
- 7. Click in the **Reenter New Password** field. Enter your new password.
- 8. To process the request click **Submit**.

Tip!

• When resetting your password make sure that at lest one character is different than your previous password.